



List of Publications

California Department of Consumer Affairs Policy and Publications Development Office January 2007

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Publications may be ordered by filling out this form and mailing it to:

Department of Consumer Affairs
Policy and Publications Development (PPD) Office
1625 N. Market Blvd., Suite N-112
Sacramento, CA 95834

or by calling (866) 320-8652 (toll-free) or (916) 574-7370

PUBLICATION TITLE	Revise Date	Available Languages*	On Internet?	No. Requested
ACCOUNTANCY, BOARD OF				
California Board of Accountancy	Mar-06		Y	
ACUPUNCTURE BOARD				
A Consumer 's Guide to Acupuncture and Oriental Medicine	Aug-04		Y	
ARCHITECTS, BOARD OF				
Consumer's Guide to Hiring an Architect	NONE		Y	
ARBITRATION CERTIFICATION PROGRAM				
Lemon-Aid for New Car Buyers	Jun-06	Can, S	Y	
AUTOMOTIVE REPAIR, BUREAU OF				
A Consumer's Guide to Automotive Repair in California	NONE	S	Y	
Auto Body Inspection Program Pamphlet	Jan-07		Y	
Breathe Easier Pamphlet	May-06	S	N	
Consumer Assistance Program Application	Sep-06	S	Y	
Get Winterized: Winter Driving Tips	NONE		Y	
Predatory Auto Lending Fact Sheet	Aug-03		Y	
Some Things You Need to Know About Smog Check in California	Oct-06		Y	
Summer Driving Tips for Getting Your Car in Shape	NONE		Y	

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BARBERING & COSMETOLOGY, BOARD OF				
About the Board-Consumer Information Sheet	Aug-04		Y	
Barbering Fact Sheet	Aug-04		Y	
Chemical Hair Care Services Fact Sheet	Aug-04		Y	
Complaint Fact Sheet	Aug-04		Y	
Electrology Fact Sheet	Aug-04		Y	
Esthetics Fact Sheet	Aug-04		Y	
In-Home Services Fact Sheet	Aug-04		Y	
Manicure and Nail Salon Services Fact Sheet	Aug-04		Y	
MMA Fact Sheet	Apr-02		Y	
Same-Day Testing Fact Sheet	Aug-04		Y	
Whirlpool Footspa Fact Sheet	May-02		Y	
BEHAVIORAL SCIENCES, BOARD OF				
Professional Therapy Never Includes Sex	Jan-04	S	In English only	
CEMETERY AND FUNERAL BUREAU				
Guide to Cemetery and Funeral Purchases	Feb-05	S	Y	
CONTRACTORS STATE LICENSE BOARD				
10 Tips for Making Sure Your Contractor Measures Up	NONE	Ch, K, S, T, V	Y	
A Consumer's Guide to Asbestos	Apr-01		Y	
A Consumer's Guide to Filing a Small Claims Court Construction Claim	Feb-04	S	N	
A Consumer's Guide to Filing Construction Complaints	Apr-05	A, S	Y	
A Guide to Contractor License Bonds	Dec-03		Y	
A Homeowner's Guide to Preventing Mechanic's Liens	Jun-04	S	N	
Advertising Guidelines for Contractors	Jan-05		Y	
After a Disaster-Don't Get Scammed!	Oct-03		Y	
Before You Dive Into Swimming Pool Construction	May-03		Y	
Blueprint for Becoming a California Licensed Contractor	Jan-05		Y	
Building Your Career as a CA Licensed Contractor	Feb-04	A, S	Y	
Choosing the Right Landscaper	NONE		Y	
CSLB Publication Order Form	Feb-05		Y	
Description of Classifications	Jan-03	S	Y	
Mandatory Arbitration Program Guide	Jan-06		Y	

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Terms of Agreement: A Consumer's Guide to Home Improvement Contracts	Jan-06		Y	
Tips for Hiring a Roofing Contractor	Dec-05		Y	
Traveling Contractor Scams Tip Sheet	Mar-05		Y	
Voluntary Arbitration Program Guide	Jan-06		Y	
What Seniors Should Know Before Hiring a Contractor	Sep-02	S	Y	
What You Should Know Before You Hire a Contractor (pamphlet)	May-06	Ch, K, S, T, V	Y	
What You Should Know Before You Hire a Contractor (booklet)	Jun-04		Y	
DENTAL BOARD OF CALIFORNIA				
CA Dental Corps Loan Repayment Program	Jun-05		Y	
Dental Materials Fact Sheet	May-04	M, S	Y	
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF				
Consumer Guide to Electronic and Appliance Repair	May-04	S	Y	
PDA Fact Sheet	May-03		Y	
Repair Service Tips	Jun-01		Y	
A Consumer Guide to Service Contracts	Jun-01		Y	
Consumer Tips on Product Service Contracts	Jan-04		Y	
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL				
A Guide for Consumers	NONE		Y	
What You Should Know Before You Hire a Professional Engineer/Land Surveyor	NONE		Y	
GENERAL INFORMATION/MISC.				
Advertising Fact Sheet	Dec-98		Y	
Basic Facts About Telemarketing	Jun-06		Y	
Be Smart Buy Smart: Door-to-Door Sales	Feb-06	S	Y	
Be Smart Buy Smart: Telephone, Mail Order, and Internet Sales	Feb-06	S	Y	
Be Smart Buy Smart: Prizes and Gifts	Feb-06	S	Y	
Be Smart Buy Smart: Refunds	Feb-06	S	Y	
Be Smart Buy Smart: Sweepstakes, Contests, and Lotteries	Feb-06	S	Y	
California Tenants: A Guide to Tenant and Landlord Rights and Responsibilities	Jun-06	S	Y	
Car Buyer's Bill of Rights-Assembly Bill 68-Fact Sheet	Jul-06		Y	

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PUBLICATION TITLE	Revise Date	Available Languages*	On Internet?	No. Requested
Complaint Mediation Program	May-06	S	Y	
Consumer Connection Magazine	Winter 2005		Y	
Consumer Connection Magazine	Sp/Fall 2006	S	Y	
Consumer Connection Magazine	Winter 2006		Y	
Consumer Information Center Information Card	Jun-06	S	Y	
Consumer Law Sourcebook for Small Claims Court Officers	Jun-05		N	\$40 per copy
Consumer Self-Help: Tips and Resources to Resolve Consumer Complaints	Jun-06	S	Y	
Department of Consumer Affairs: What We Do and How We Do It	Apr-06	S	Y	
DCA Fact Sheet-E-Commerce	Aug-99		Y	
Memberships in Health Clubs, Spas, and Studios	Jun-06		Y	
The Small Claims Court: A Guide to Its Practical Use	Jun-06	S	Y	
GEOLOGISTS AND GEOPHYSICISTS, BOARD OF REGISTRATION FOR				
Consumer Guide to Geological and Geophysical Services	NONE		Y	
Student Guide to Geologic Licensure in California	NONE		Y	
Student Guide to Geophysical Licensure in California	Jan-99		Y	
Tasks of a Professional Geologist	Dec-04		N	
HEARING AID DISPENSERS BUREAU				
Consumer Concerns (Info Sheet 3)	NONE		Y	
Consumers and the 30-Day Warranty on Hearing Aids	Jul-99		Y	
Do You Need to Buy a Hearing Aid? (Info Sheet 1)	NONE	Ch, S	Y	
Sound Advice About Hearing Aids	Jan-07		Y	
Hearing Aid Dispensers Bureau Complaint Process	Jul-99		Y	
Hearing Aid Dispensers Bureau Informational Bookmark	Jan-07	S	N	
Mail Order/Internet Hearing Aids (Info Sheet 5)	NONE		Y	
Understanding the Audiogram (Info Sheet 4)	NONE		Y	
HOME FURNISHINGS & THERMAL INSULATION, BUREAU OF				
Consumer Tips on Magnetic Mattress Pads	NONE		Y	
Open Flame Safety Standards for Mattresses	Sep-04		Y	

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What You Should Know Before You Buy a Rebuilt Mattress	Jul-02		Y	
What's in a Label?	NONE		Y	
LANDSCAPE ARCHITECTS				
Consumer's Guide to Hiring an Architect	NONE		Y	
Selecting a Landscape Architect for Residential Projects	NONE		Y	
LEGAL GUIDES				
Checklist of Significant California and Federal Consumer Laws (M-1)	Dec-95		Y	
Consumer Rights in Electronic Fund Transfers (CR-6)	May-03		Y	
Consumer Transactions With Statutory Contract Cancellation Rights (K-6)	Jan-99		Y	
Consumers Right to Cancel Home Solicitation Contracts (K-9)	Nov-96		Y	
Credit Repair Services (CR-9)	Oct-96		Y	
Display of Return Policy by Retail Sellers (S-6)	Apr-91		Y	
FAQs and Tips on Gift Certificates and Gift Cards (S-11)	Apr-06		Y	
Homeowner's Right to Cancel (K-10)	Jan-97		Y	
How to Correct a Credit Card Billing Error (CR-8)	Nov-02		Y	
How to Get Back Possessions You Have Left in a Rental Unit (LT-4)	Oct-96		Y	
How to Withhold a Payment on a Credit Card (CR-7)	Nov-02		Y	
Overview of California's Health Studio Services Contract Law (W-10)	Aug-06		Y	
Privacy Rights: Payment by Check or Credit Card (P-2)	Sep-96		Y	
Regulation of Homestead Filing Services (H-1)	Apr-03		Y	
Rent Increases: Basic Information for Tenants (LT-2)	Oct-06		Y	
Rent-to-Own Transactions in California (S-10)	Oct-98		Y	
Rules for Promotional Giveaways (U-1)	Aug-95		Y	
Rules for Operation of Contests and Sweepstakes (U-3)	Jan-99		Y	
Rules on Conditional Offer of Prizes or Gifts (U-4)	Jan-90		Y	
Rules Prohibiting Lotteries (U-2)	Jan-99		Y	
Summary of Fair Debt Collection (Legal Guide DC-2)	Jul-03		Y	
Understanding Consumer Vehicle Leases (L-6)	Oct-98		Y	
What to Do If You Receive Demand for Payment (DC-1)	Oct-02		Y	

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When a Tenant's Personal Property has Been Left in a Rental Unit (LT-5)	Oct-96		Y	
When You Decide to Improve Your Home (K-3)	Oct-96		Y	
When Your Health Club Closes (W-9)	Feb-06		Y	
MEDICAL BOARD				
A Patient's Guide to Blood Transfusions	Aug-99		Y	
A Woman's Guide to Breast Cancer Diagnosis and Treatment	Aug-05	Ch, K, S, R, Th	Y	
How Complaints are Handled	Mar-03	S	Y	
Information and Services for Consumers	Jul-04	S	Y	
Information on Informed Consent	NONE		Y	
Most Asked Questions About Medical Consultants	Mar-03	S	Y	
Physician Diversion Program	Jun-05		Y	
Questions and Answers About Investigations	Jan-99	S	Y	
Tip Sheet	Jan-00	A, Ch, Hm, K, R, S, V	Y	
NATUROPATHIC MEDICINE, BUREAU OF				
A Consumers Guide to Naturopathic Medicine	Oct-06		Y	
OPTOMETRY, BOARD OF				
Focus on Your Eyes	Apr-06	S	Y	
PHARMACY, BOARD OF				
14 Reasons to Talk to Your Pharmacist	Jun-05	S	Y	
Antibiotics: A National Treasure	Apr-05		Y	
Children and Their Medicines	Apr-06		Y	
Diabetes: Engage Your Health Team!	NONE	Ch, S, V	In English only	
Did You Know? Oral Health Information	NONE	Ch, S, V	In English only	
Do You Have A Complaint?	NONE	S	Y	
Do You Sometimes Forget to Take Your Medicines?	Apr-06		Y	
Don't Flush Your Medicines Down the Toilet!	NONE	Ch, S, V	In English only	
Ever Miss a Dose of Your Medicine? Here are Some Tips	NONE	Ch, S, V	In English only	
Facts About Older Adults and Medicines	Jun-05	S	Y	
Generic Drugs: High Quality, Low Cost	Mar-06	Ch, S, V	In English only	
How to Take Your Pain Medications Effectively and Safely	NONE	S	Y	

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How Alcohol Can React w/Medications Used by Older People	NONE	S	Y	
If You Don't Know, Ask!	NONE	Ch, K, S, V	Y	
Is Your Medicine in the News?	NONE	Ch, S, V	Y	
Key Facts About Emergency Contraception	Jul-04	A, Ca, Ch, F, K, Hm, R, T, V	Y	
Lower Your Drug Costs	NONE	Ch, S, V	Y	
Medicare Part D: Selecting a Prescription Drug Plan	Apr-06		Y	
Medicines and Alcohol: Safety Tips for Seniors	NONE	S	Y	
Notice to Consumers	Jan-02	Ch, K, R, S, V	Y	
Personal Medical Information (wallet card)	NONE	S	N	
Prescription Drug Discount Program for Medicare Recipients	Jun-05		Y	
Reasons to Talk to Your Pharmacist About Your Child's Medications	Jun-05	S	Y	
Things You've Always Wanted to Know About the Board of Pharmacy But Were Afraid to Ask	NONE	S	Y	
Thinking of Herbals?	NONE	Ch, S, V	In English only	
Tips to Save You Money When Buying Prescription Drugs	NONE	Ch, S, V	Y	
What You Should Know About Buying Drugs From Foreign Countries	Sep-03	Ch, S, V	Y	
What's the Deal With Double Dosing?	NONE	Ch, S, V	In English only	
PODIATRIC MEDICINE				
Consumer Complaint Form	Apr-98		Y	
Information for Consumers	Mar-05	S	Y	
Information for Consumers-Important Numbers and Addresses	Feb-05		Y	
Information for Health Facilities	Jan-06		Y	
Information on Advertising	Aug-02		Y	
Prohibited Referrals	Jul-98		Y	
PRIVACY PROTECTION, OFFICE OF				
California Office of Privacy Protection General Brochure	Jun-06	S	In English only	
Top 10 Tips for Identity Theft Protection (CIS 1)	Feb-06	Ch, S	Y	
Your Financial Privacy (CIS 2)	Jul-04	Ch, S	Y	
Identity Theft Victim Checklist (CIS 3)	Feb-06	Ch, S	Y	

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Requesting Info. On Fraudulent Accounts (CIS 3A)	Feb-06	Ch, S	Y	
Your Social Security Number: Controlling the Key to ID Theft (CIS 4)	Mar-04		Y	
Leave Me Alone: How to Slow the Flow of Unwanted Communications (CIS 5)	Feb-06	Ch, S	Y	
How to Read a Privacy Policy (CIS 6)	Jul-04		Y	
Your Patient Privacy Rights: English (CIS 7)	Apr-03	Ch, K, S, V	Y	
How to Use the California ID Theft Registry (CIS 8)	Apr-03		Y	
Protecting Your Child's Privacy Online (CIS 9)	Jul-04		Y	
How to "Freeze" Your Credit Files (CIS 10)	Feb-06	Ch, S	Y	
How to Order Your Free Credit Reports (CIS 11)	Feb-06	Ch, S	Y	
How to Protect Your Computer from Viruses, Hackers, and Spies (CIS 12)	Oct-06		Y	
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR				
Private Postsecondary Educational Opportunities in CA	Jan-06	S	Y	
Student Tips	NONE		Y	
The ABCs of Choosing a Postsecondary School	NONE		Y	
PROFESSIONAL ENGINEERS AND LAND SURVEYORS, BOARD FOR				
A Consumer's Guide	Jun-05		Y	
PSYCHOLOGY, BOARD OF				
For Your Peace of Mind: Guide to Psychological Services	Jun-05	S	Y	
REGISTERED NURSING, BOARD OF				
Protecting California's Health Care Consumers-Diversion Program	Aug-06		N	
Protecting California's Health Care Consumers-Enforcement Program	Aug-06		N	
Protecting California's Health Care Consumers-Consumer Protection Agency	Aug-06		N	
RESPIRATORY CARE BOARD				
Complaint Information	May-02		Y	
Home Care Brochure	Apr-06		N	
RCB Consumer Complaint Form	NONE		N	
Respiratory Care: A Medical Career Giving a Breath of Life	Apr-06		Y	

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Respiratory Care: A Message for Consumers	Apr-06		N	
The Respiratory Care Practitioner: License Renewal Information	Apr-06		N	
Unlicensed Practice Alert	Apr-06		N	
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF				
Alarm Company Fact Sheet	Dec-05		Y	
Complaint Form	Jan-01		Y	
Consumer Guide to BSIS	Jan-07		Y	
Consumer Guide to Repossession Practices	Jan-07		Y	
Firearms Requirement Fact Sheet	Aug-02		Y	
Hiring Security Services	Aug-00		Y	
Locksmith Fact Sheet	Aug-02		Y	
Private Investigator Fact Sheet	Aug-02		Y	
Private Patrol Operator Fact Sheet	Aug-02		Y	
Repossession Agency Fact Sheet	Aug-02		Y	
Request for Forms/Publications	NONE		Y	
Security Guard Fact Sheet	Nov-04		Y	
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD				
A Consumer Guide to Audiology	Apr-00		Y	
A Consumer Guide to Speech-Language Pathology	Apr-00		Y	
Consumer Complaint Process	NONE	S	Y	
Continuing Professional Development/ FAQs	Feb-06		Y	
Planning to Start Your Required Professional Experience for SLPAB Licensure?	Dec-02		Y	
Planning to Supervise a Speech-Language Pathology or Audiology Aide?	Apr-02		Y	
Planning to Supervise an RPE?	Oct-05		Y	
Preparing to Start Your Professional Experience	Feb-06		Y	
STRUCTURAL PEST CONTROL BOARD				
Exterminating Termites-Fact Sheet	Jul-95		Y	
Fumigation for Pest Control	NONE		Y	
General Information A to Z	NONE		Y	
Household Pest Control	NONE		Y	
Structural Pest Control Inspections	Jul-03		Y	

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VETERINARY MEDICAL BOARD				
Sharing the Responsibility of Your Pet's Health	Jan-02		Y	
The Veterinary Healthcare Team	Jan-02		Y	
Veterinary Medical Board: Consumer Protection Agency	Jan-02		Y	

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